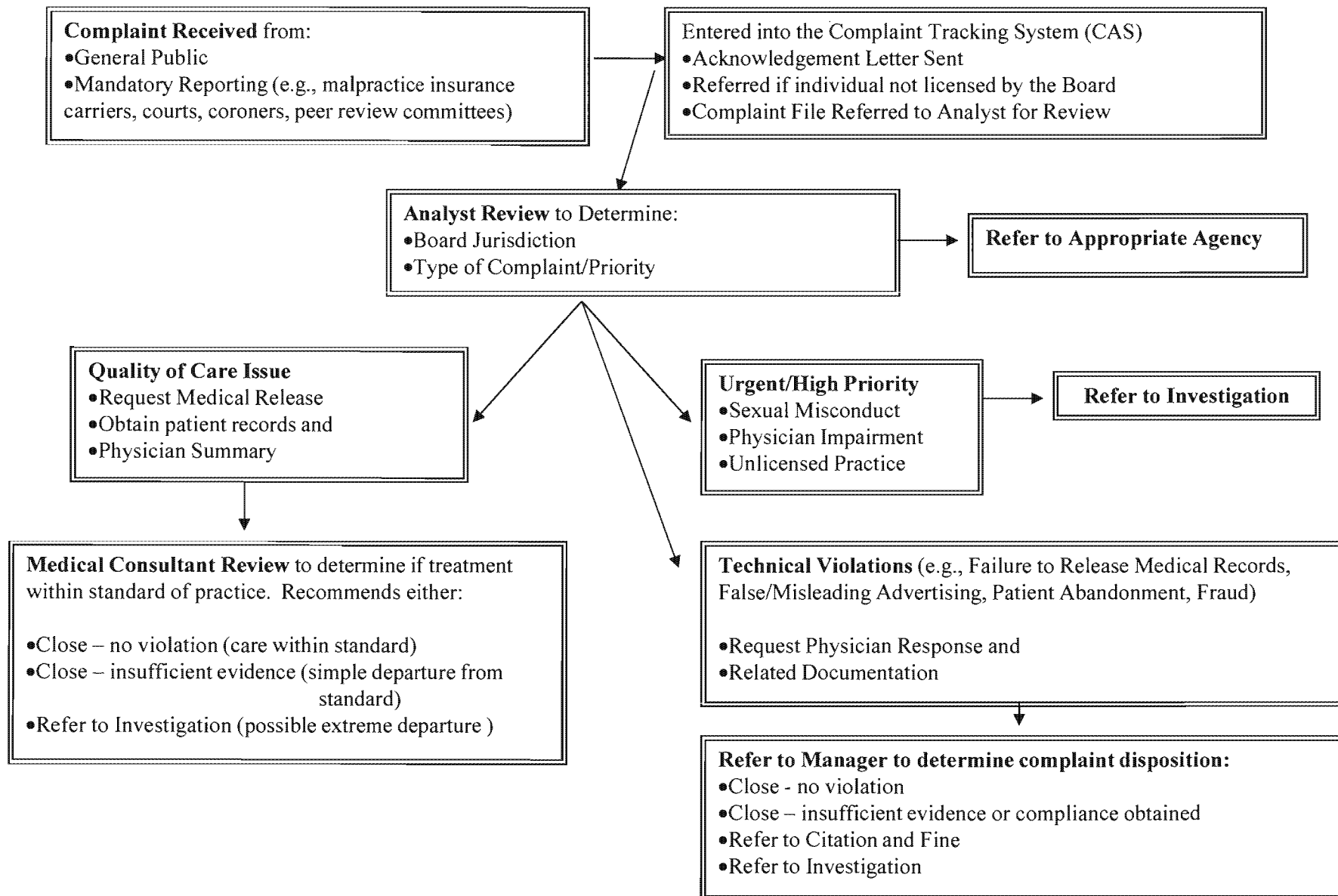


# CENTRAL COMPLAINT UNIT



# MEDICAL BOARD OF CALIFORNIA

# COMPLAINT REVIEW PROCESS



**Strategic Plan****Objective 5.2:**

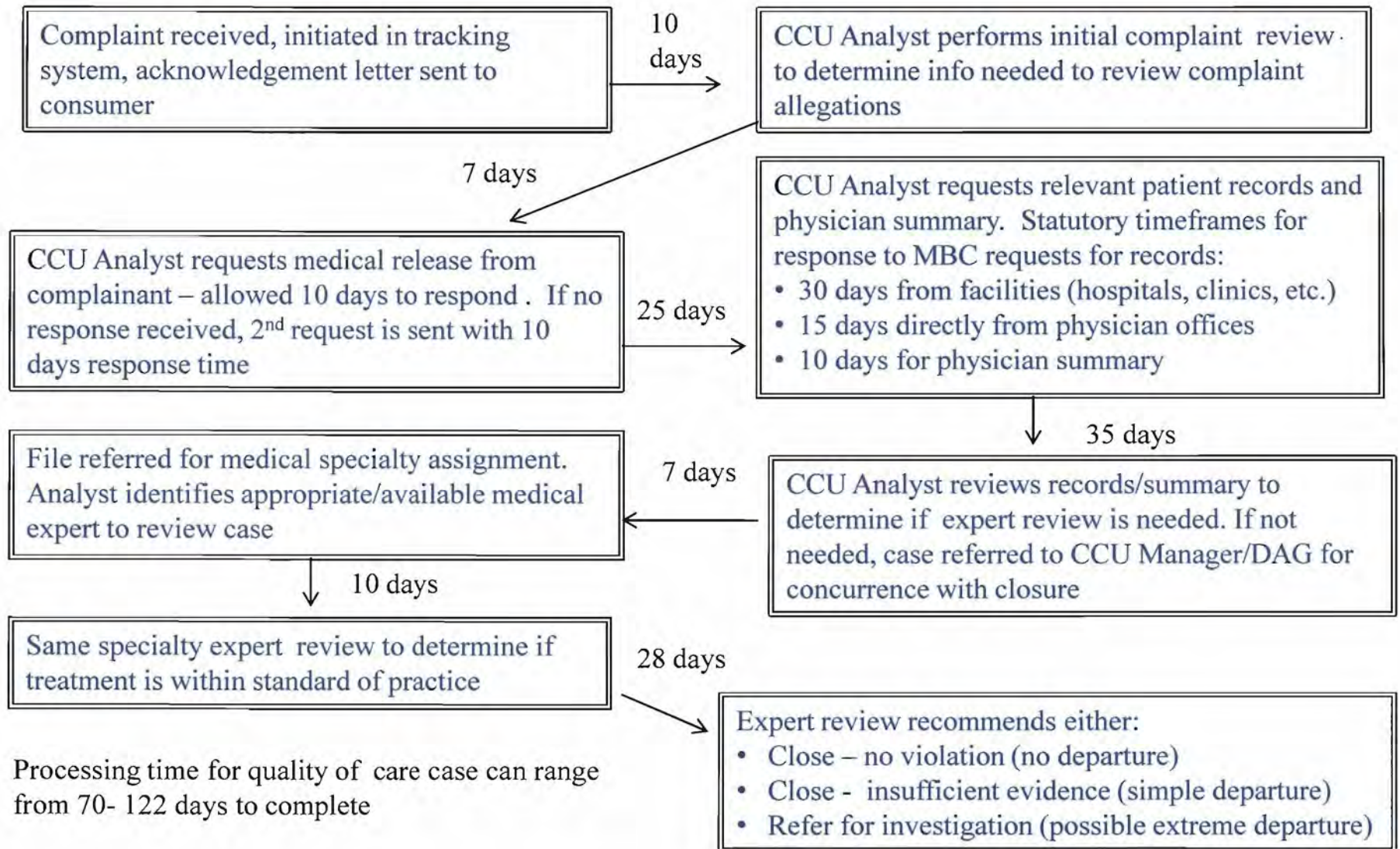
Reduce disciplinary timelines, complaint processing and investigations by 10-20%;  
Complaint processing averaging under 70 days with 50-60% under 50 days.

**Average Days to Process a Complaint in CCU**

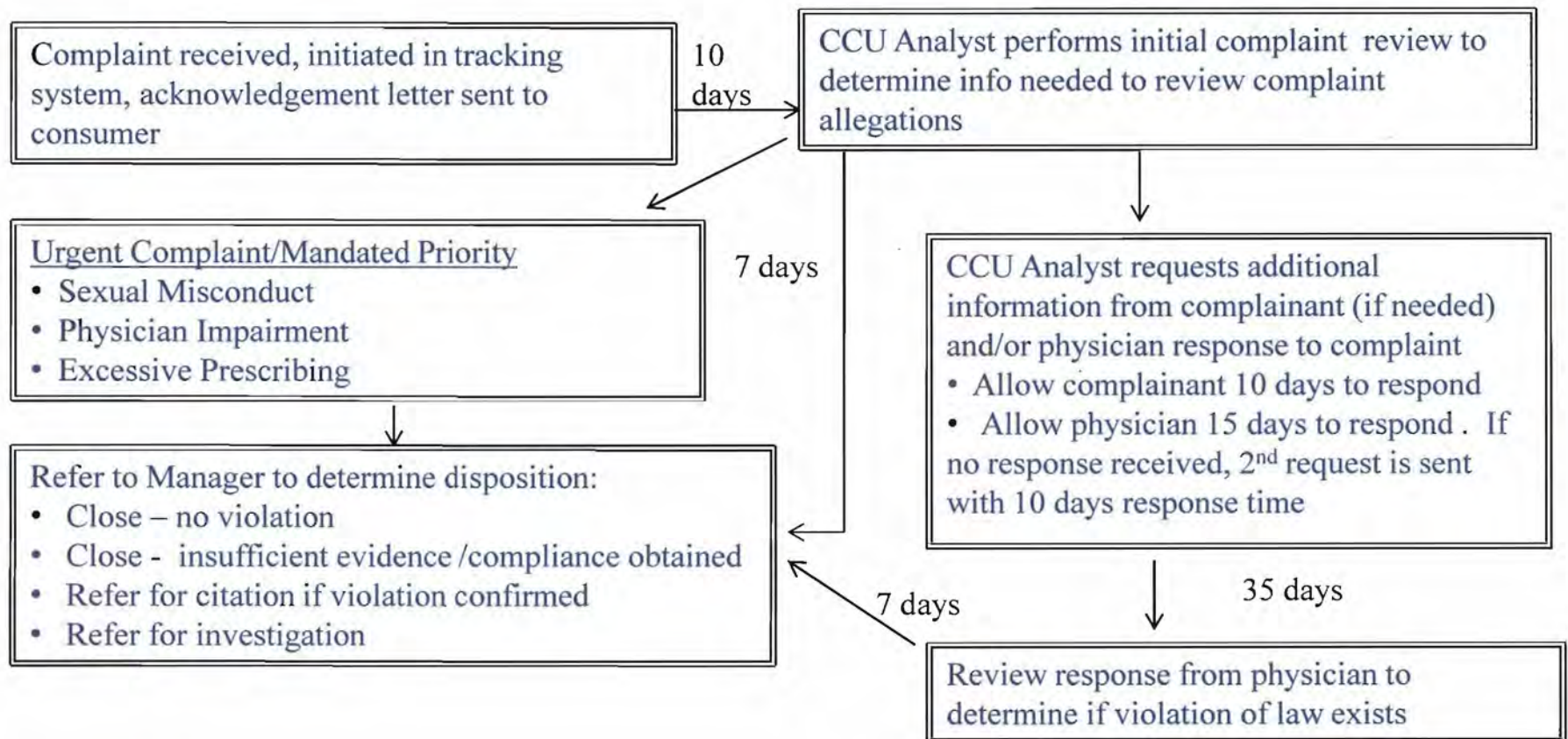
Month	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
July	57	73	79	73	71
August	54	76	78	69	77
September	54	75	76	71	79
October	54	75	76	70	79
November	55	76	75	72	82
December	55	75	76	73	83
January	57	75	76	74	83
February	58	76	76	72	84
March	59	76	76	73	85
April	60	75	76	73	84
May	62	75	75	72	84
June	61	75	75	74	83



# Quality of Care Complaint Processing Time



# Physician Conduct Complaint Processing Time



Processing time for a physician conduct case can range from 17 - 59 days to complete

## **GOALS FOR IMPROVING CASE AGING**

- Reduce the time required for complaint initiation from 10 days to 5 days
- Reduce length of time required for medical consultant review on quality of care cases
- Continue specialized training for consumer services analysts to improve efficiency and effectiveness in managing complaint caseloads